

Appendix 6

Sample Customer Service Comment Card

Example 1



Logo of Permittee ***VISITOR COMMENT CARD***

Thank you for camping or visiting this recreation area. Please take a few moments to reflect on your recreation experience. We appreciate you taking time to evaluate, comment or share suggestions.

Drop this off to your host, nearest Forest Service office or mail to: (Permittee Address)

Campground or Recreation Area: _____

Date of Visit: _____ Type of Use (Check any that apply):

___ Camping ___ Day Use ___ Fishing ___ Boating ___ Hiking

Other: _____

Did you reserve a campsite through the reservation company? ___ Yes ___ No

Comment/Rating	Excellent	Good	Fair	Poor
Employee Courtesy/Attitude				
Employee Knowledge				
Cleanliness of Campsite				
Cleanliness of Facilities				
Fee Payment Procedures				
Price/Value of Campsite				
Information Available/Present				
Sense of Security				
OVERALL RATING				
If you made reservations:				
• Ease of making contact				
• Processed in Timely Manner				
• Operator Courtesy/Attitude				
• Operator Knowledge				
• Price/Value of this Service				
OVERALL RATING				
Please make comments or suggestions on the other side of this form				

Your Name (Voluntary) _____

Address/Phone: _____

It is the policy of the USDA Forest Service not to discriminate in employment or delivery of program services on the basis of race, color, sex, age, religion, national origin, marital status or disabling condition. Any person who believes he or she has been discriminated against in any Forest Service related activity should write to: Chief, Forest Service, Washington D.C. 20250

_____ is a concessionaire operating and maintaining these facilities under permit issued by the USDA Forest Service.

Example 2:

We want your experience on the Arapaho and Roosevelt National Forests and Pawnee National Grassland Forest to be a positive one. Please help us by completing this short survey. Thank-you.

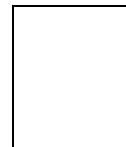
Area _____ Have you been here before? _____ Y _____ N

Date of visit _____ Residence (State/County) _____

Please check all activities you have participated in during your trip.

- | | |
|---|--|
| <input type="checkbox"/> Camping | <input type="checkbox"/> Swimming |
| <input type="checkbox"/> Hunting | <input type="checkbox"/> Boating (non-motorized) |
| <input type="checkbox"/> Backpacking | <input type="checkbox"/> Boating (motorized) |
| <input type="checkbox"/> Fishing | <input type="checkbox"/> Wildlife/Nature Observation |
| <input type="checkbox"/> Picnicking | <input type="checkbox"/> ATV/4X4 Touring |
| <input type="checkbox"/> Mountain Biking | <input type="checkbox"/> Staying at Lodge |
| <input type="checkbox"/> Special Event | <input type="checkbox"/> Visiting Historical and/or |
| <input type="checkbox"/> Family Gathering | <input type="checkbox"/> Archaeological Sites |
| <input type="checkbox"/> Day Hike | <input type="checkbox"/> Other |

FOLD HERE



INSERT
Forest Service Office
Local Address
or
Permittee Address

(The text on the back of this postcard is on the next page +)

Please grade your visit on the National Forest.

	Excellent		Satisfactory		Poor
1. How was the overall cleanliness of the area (litter, campgrounds, toilets, etc.)?	A	B	C	D	E
2. How safe and unthreatened did you feel in the area (adequate law enforcement, ranger contacts)?	A	B	C	D	E
3. Were campground personnel accessible if needed?	A	B	C	D	E
4. Was information provided and was your questions handled to your satisfaction?	A	B	C	D	E
5. Were personnel courteous and helpful?	A	B	C	D	E
6. Are the facilities functional, safe, and well maintained?	A	B	C	D	E

Comments (Please use this section to tell us anything you think we should know, i.e., do you have any comments on how we could improve your recreation experience, or is there something in particular you enjoyed about your visit here?):

Name _____ Phone _____

We will gladly respond to your questions or comments!